

Building Code Compliance

Business Plan Report

Customer

Objective Name	Owner(s)
Improved community access to information and services - BCCO	Kathy Charles Anna Rodriguez

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Empower the community by increasing communication and coordination with local, state, and federal entities
		Parent Objectives
		(NU2.2) Improved community access to information and services (priority outcome)

Measures	Owner(s)
Building Industry Outreach Efforts	Kathy Charles Anna Rodriguez
Number of quarterly industry newsletters produced per year. The Office produces and distributes the "Cornerstone" newsletter as an outreach effort each month.	

Performance Graph	Initiatives Linked To Measure	Owner(s)																																																			
<div><div>Building Industry Outreach Efforts</div><table><caption>Building Industry Outreach Efforts Data</caption><tr><th>Quarter</th><th>Actual</th><th>Goal</th></tr><tr><td>FY04 Q1</td><td>-</td><td>3</td></tr><tr><td>FY04 Q2</td><td>-</td><td>3</td></tr><tr><td>FY04 Q3</td><td>-</td><td>3</td></tr><tr><td>FY04 Q4</td><td>1</td><td>3</td></tr><tr><td>FY05 Q1</td><td>3</td><td>3</td></tr><tr><td>FY05 Q2</td><td>3</td><td>3</td></tr><tr><td>FY05 Q3</td><td>3</td><td>3</td></tr><tr><td>FY05 Q4</td><td>3</td><td>3</td></tr><tr><td>FY06 Q1</td><td>3</td><td>3</td></tr><tr><td>FY06 Q2</td><td>3</td><td>3</td></tr><tr><td>FY06 Q3</td><td>3</td><td>3</td></tr><tr><td>FY06 Q4</td><td>3</td><td>3</td></tr><tr><td>FY07 Q1</td><td>3</td><td>3</td></tr><tr><td>FY07 Q2</td><td>3</td><td>3</td></tr><tr><td>FY07 Q3</td><td>3</td><td>3</td></tr><tr><td>FY07 Q4</td><td>3</td><td>3</td></tr></table></div> <div>↑ good direction</div> <div>updated: 4/28/2006</div>	Quarter	Actual	Goal	FY04 Q1	-	3	FY04 Q2	-	3	FY04 Q3	-	3	FY04 Q4	1	3	FY05 Q1	3	3	FY05 Q2	3	3	FY05 Q3	3	3	FY05 Q4	3	3	FY06 Q1	3	3	FY06 Q2	3	3	FY06 Q3	3	3	FY06 Q4	3	3	FY07 Q1	3	3	FY07 Q2	3	3	FY07 Q3	3	3	FY07 Q4	3	3	Disseminate information regarding department services and functions	Kathy Charles
Quarter	Actual	Goal																																																			
FY04 Q1	-	3																																																			
FY04 Q2	-	3																																																			
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FY07 Q4	3	3																																																			
	Provide BCCO Staff as direct contact for PIC	Kathy Charles Herminio Gonzalez Michael Goolsby Anna Rodriguez																																																			
Child Measures Linked To Measure	ACTUAL	GOAL	DATE																																																		

Objective Name

Use consistent, fair, and effective means to achieve code compliance (BCCO)

Owner(s)

Kathy Charles Herminio Gonzalez Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective

Standardize municipal process and information

Owner(s)

Kathy Charles
Herminio Gonzalez
Michael Goolsby
Anna Rodriguez

GrandParent Objectives

Parent Objectives

Use consistent, fair and effective means to achieve code compliance

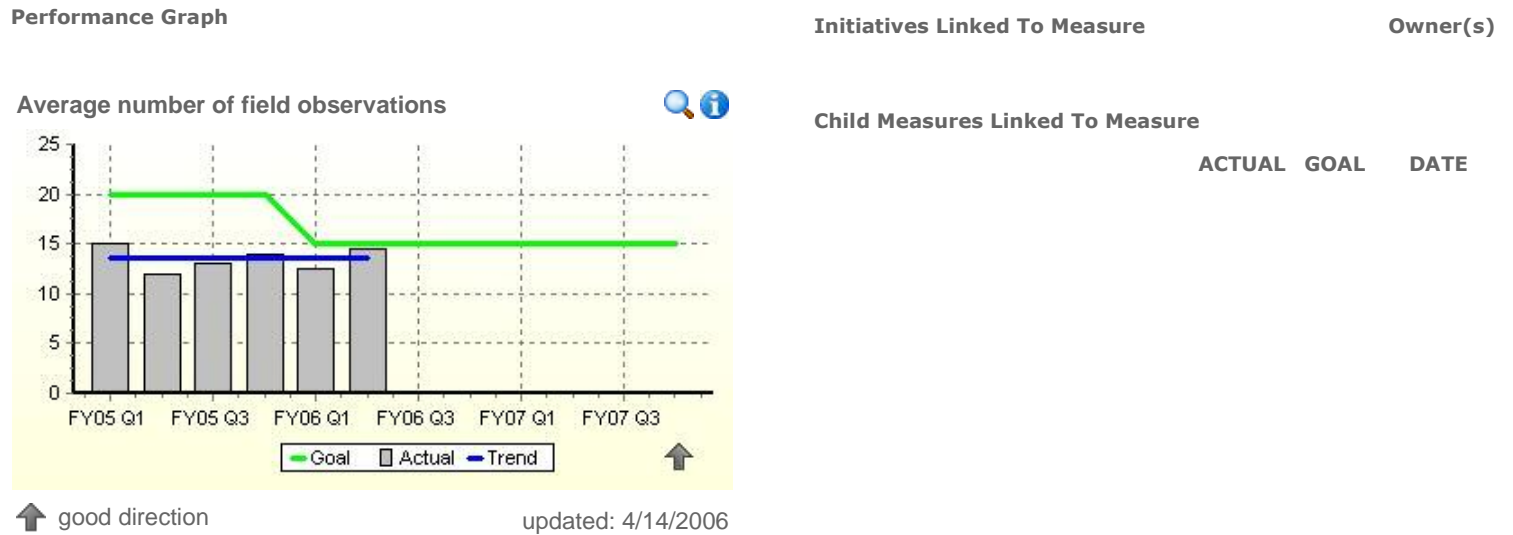
Measures

Average number of field observations

Owner(s)

Michael Goolsby

The average number of field observations conducted per Specialist, per week, per quarter

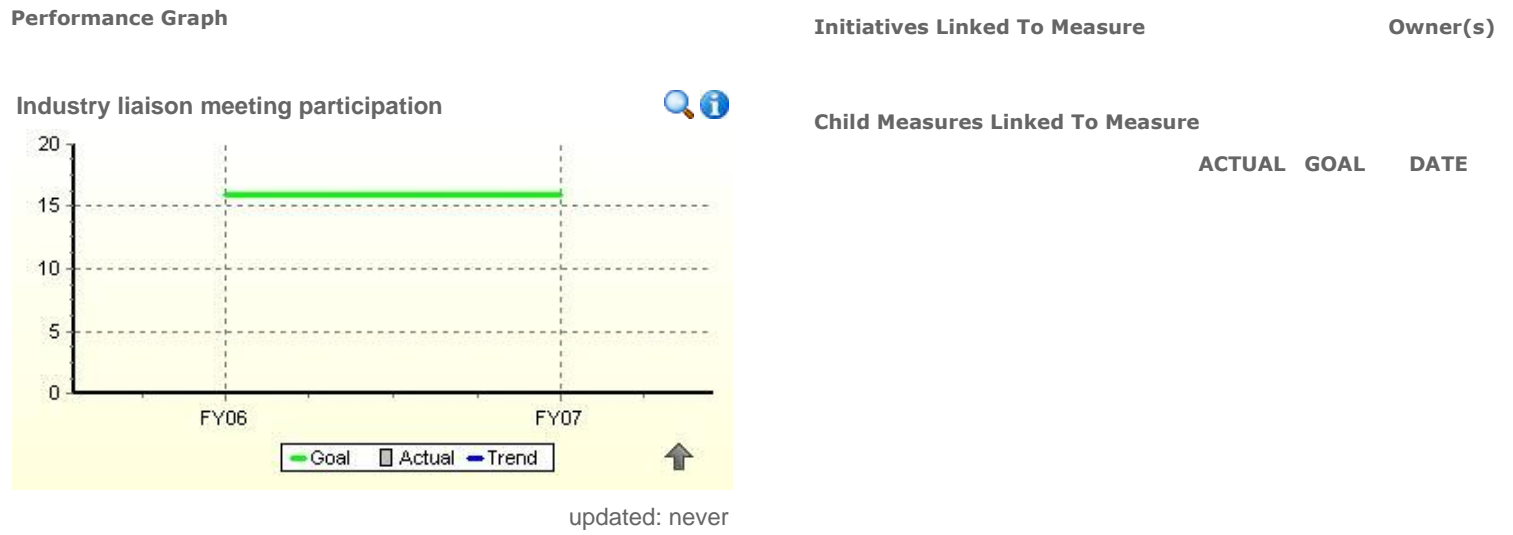


Industry liaison meeting participation

Owner(s)

Michael Goolsby

Industry liaison meeting participation. Code Specialists will provide two industry meetings per year.



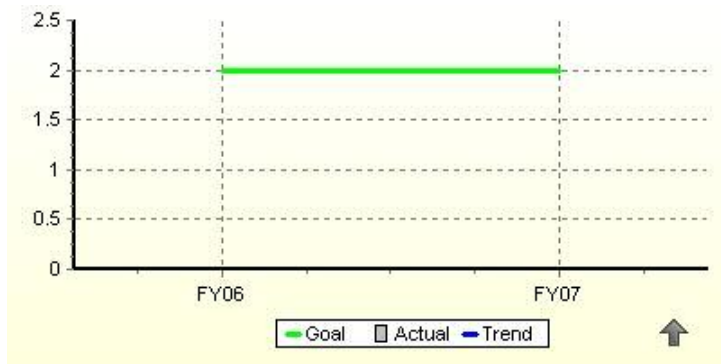
Number of Florida Building Code seminar development

Owner(s)

Michael Goolsby Anna Rodriguez

Number of Florida Building Code seminar development per year, per Specialist





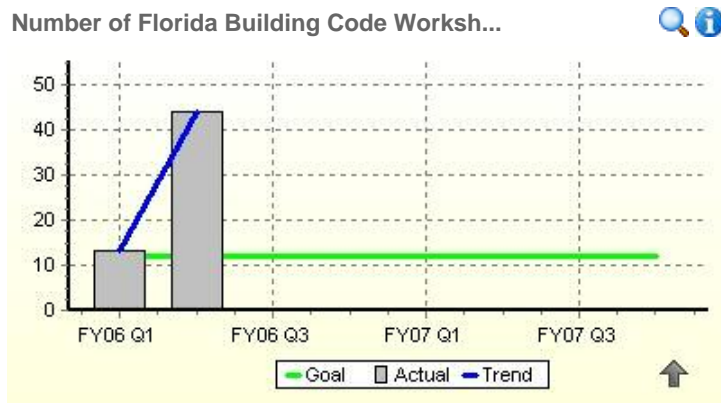
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Number of Florida Building Code Workshops hours

Michael Goolsby

Number of Florida Building Code Workshop hours provided per quarter

Performance Graph



↑ good direction

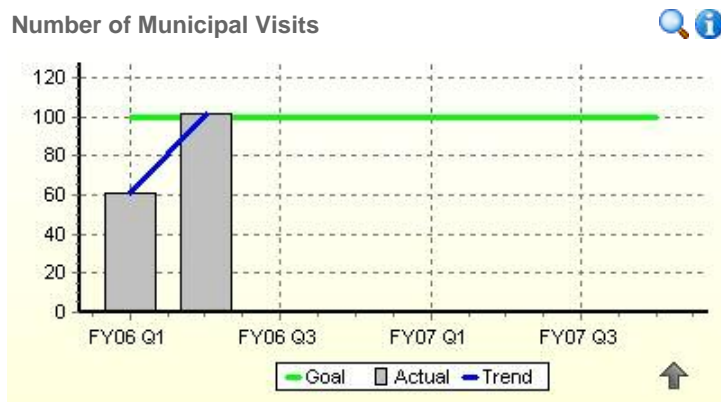
updated: 4/14/2006

Number of Municipal Visits

Michael Goolsby

Number of municipal visits provided for guidance and assistance.

Performance Graph



↑ good direction

updated: 4/14/2006

Quality assurance audits of manufacturers and Labs

Kathy Charles Jaime Gascon Anna Rodriguez

Percentage of visits to manufacturers and laboratories with state of Florida approval based on Miami-Dade's NOA/certificate.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Initiatives Linked To Measure

Owner(s)

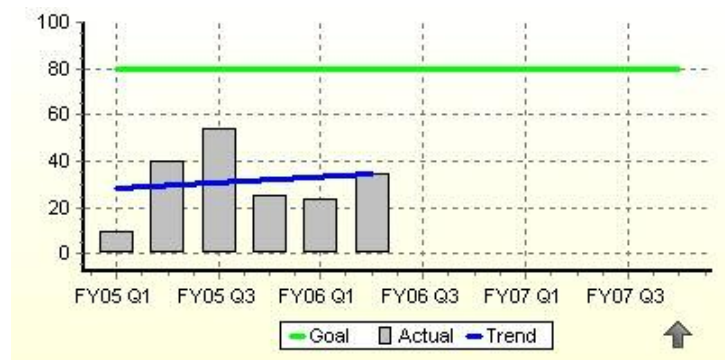
Develop a quality assurance program for certified labs

Kathy Charles
Jaime Gascon

Anna Rodriguez

Implementation of a Mutual recognition
Program for certified labs, fabricators and
manufactures

Kathy Charles
Jaime Gascon
Anna Rodriguez



↑ good direction

updated: 4/19/2006

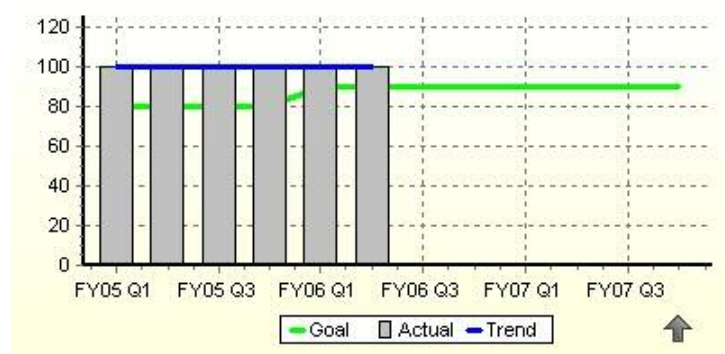
Staff Opinions for Board appeals

Michael Goolsby

Percentage of completed staff opinions for board appeals

Performance Graph

Staff Opinions for Board appeals



↑ good direction

updated: 4/6/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Objective Name
(ES-1-1) Clearly-defined performance expectations and standards (BCCO)

Owner(s)
Kathy Charles Herminio Gonzalez Anna Rodriguez

Initiatives Linked To Objective

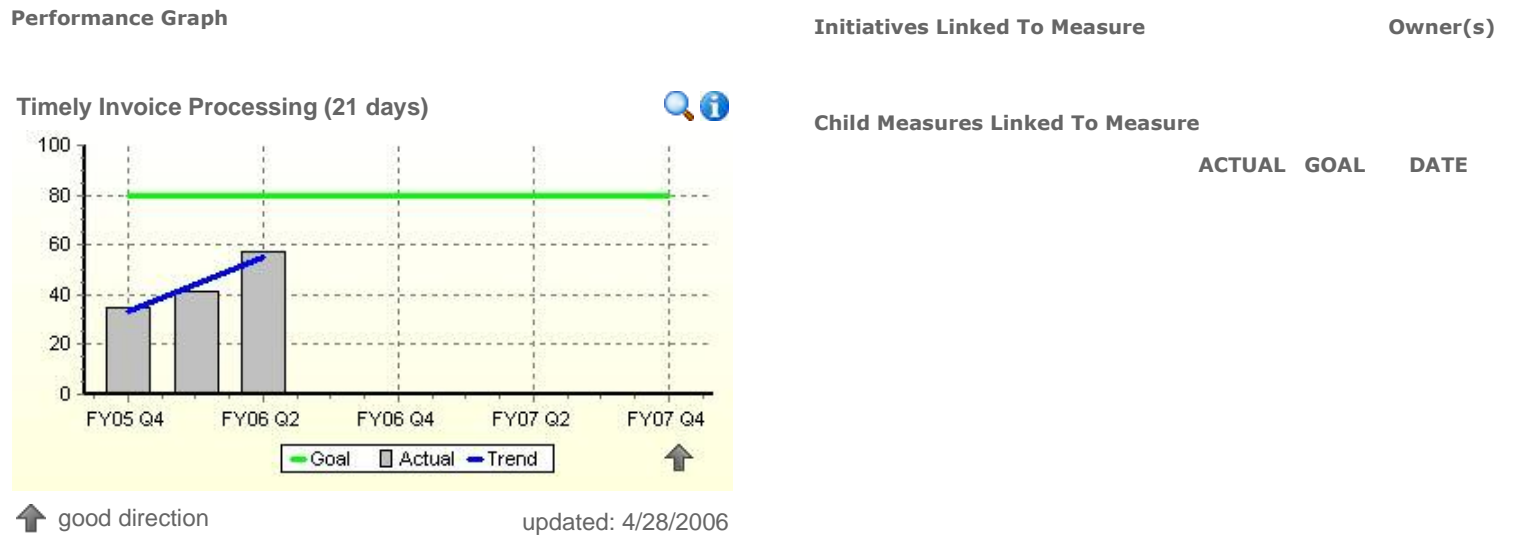
Owner(s)

GrandParent Objectives
Enable County departments and their service partners to deliver quality customer service

Parent Objectives
(ES1.1) Clearly-defined performance expectations and standards (priority outcome)

Measures
Timely Invoice Processing (21 days)
The percentage of invoices processed within 21 days

Owner(s)
Kathy Charles Herminio Gonzalez Anna Rodriguez



Objective Name	Owner(s)
Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO	Kathy Charles

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Customer Feedback Plan	Kathy Charles Herminio Gonzalez Anna Rodriguez	

Parent Objectives

Measures	Owner(s)
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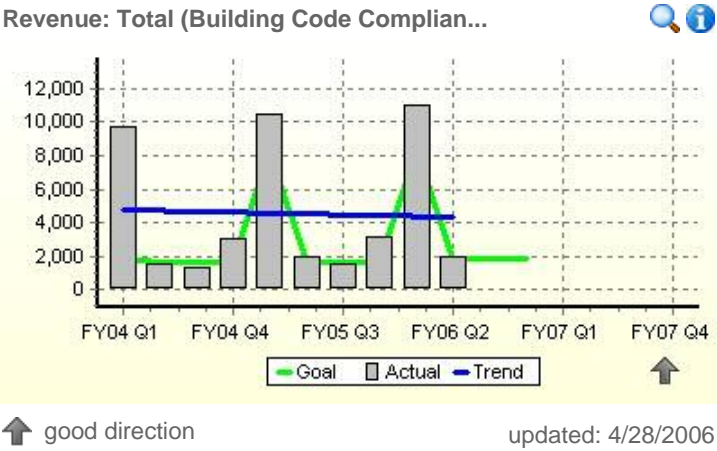
Financial

Objective Name	Owner(s)
Meet Budget Targets (Building Code Compliance)	Herminio Gonzalez

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		(ES8.2) Planned necessary resources to meet current and future operating and capital needs (priority outcome)
		Parent Objectives
		(ES8.2.1) Meet Budget Targets

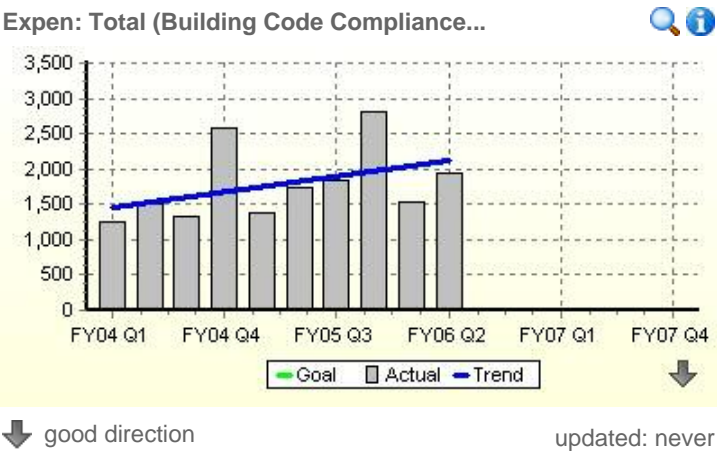
Measures	Owner(s)
Revenue: Total (Building Code Compliance)	Kathy Charles Herminio Gonzalez Anna Rodriguez
Total revenue in \$13,758 (from FAMIS) including carryover	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Expen: Total (Building Code Compliance)	Herminio Gonzalez
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Expen: Personnel (Building Code Compliance)	\$1,253	\$1,434	FY06 Q2
Expen: Other Operating (Building Code Compliance)	\$650	\$1,055	FY06 Q2
Expen: Capital (Building Code Compliance)	\$43	\$36	FY06 Q2

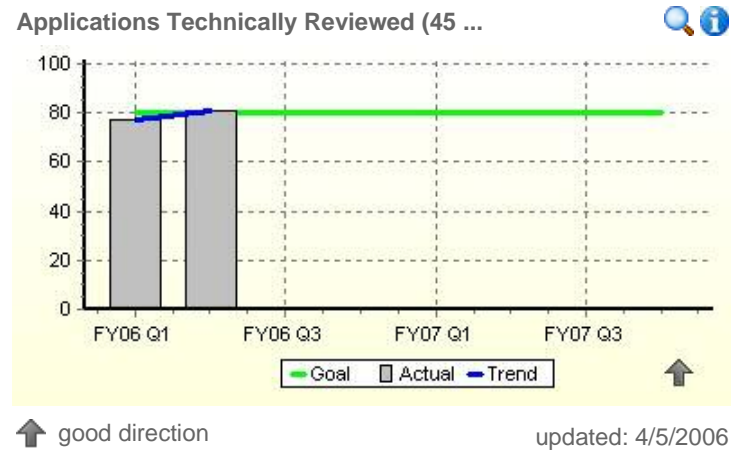
Internal

Objective Name	Owner(s)
Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO	Kathy Charles Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Create a more business-friendly environment in Miami-Dade County
		Parent Objectives (ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

Measures	Owner(s)
Applications Technically Reviewed (45 days)	Jaime Gascon
Percentage of applications with technical review completions within 45 days.	

Performance Graph

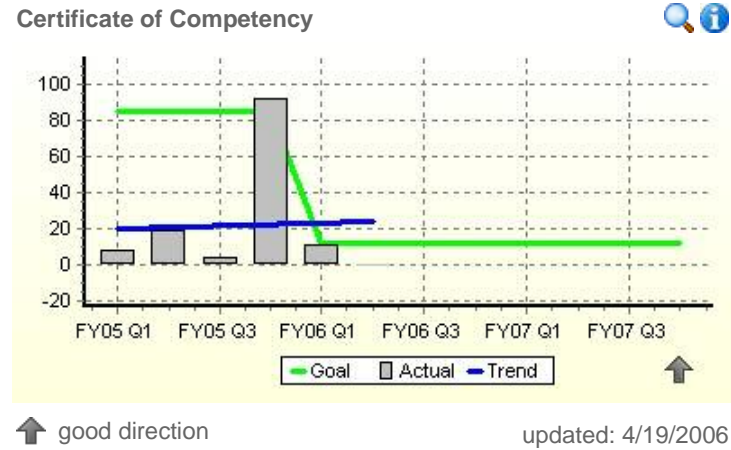


Initiatives Linked To Measure	Owner(s)
Product Control system enhancements	Kathy Charles Jaime Gascon Anna Rodriguez

Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Applications Technically Reviewed (60 days)	82 %	95 %	FY06 Q2

Certificates of Competency Issued	Kathy Charles Jaime Gascon Anna Rodriguez
Number of eligible plant inspections for certificates of competency.	

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Timely Review of Licensing Applications (45 Days)	Michael Goolsby
Percentage of licensing applications submitted and reviewed in 45 days	

Performance Graph

Timely Review of Licensing Application...



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE



↑ good direction

updated: 12/9/2005

Timely Review of Licensing Applications (10 Days)

Michael Goolsby

The percentage of licensing applications reviewed within 10 business days prior to Board submittal

Performance Graph

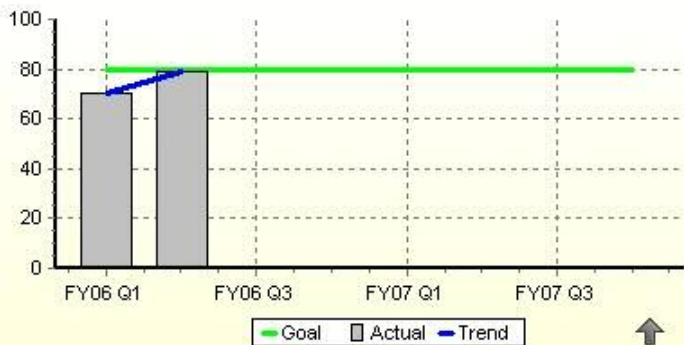
Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

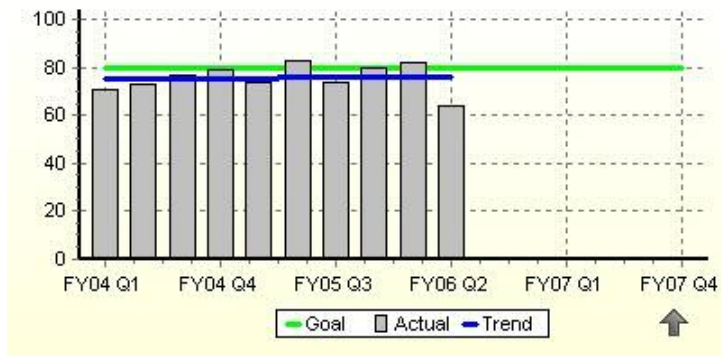
ACTUAL GOAL DATE

Timely Review of Licensing Application...



↑ good direction

updated: 4/14/2006



Child Measures Linked To Measure

ACTUAL GOAL DATE

↑ good direction

updated: 4/10/2006

Objective Name

Consistent interpretation and application of enforcement practices - BCCO

Owner(s)

Kathy Charles Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.3) Consistent interpretation and application of enforcement practices

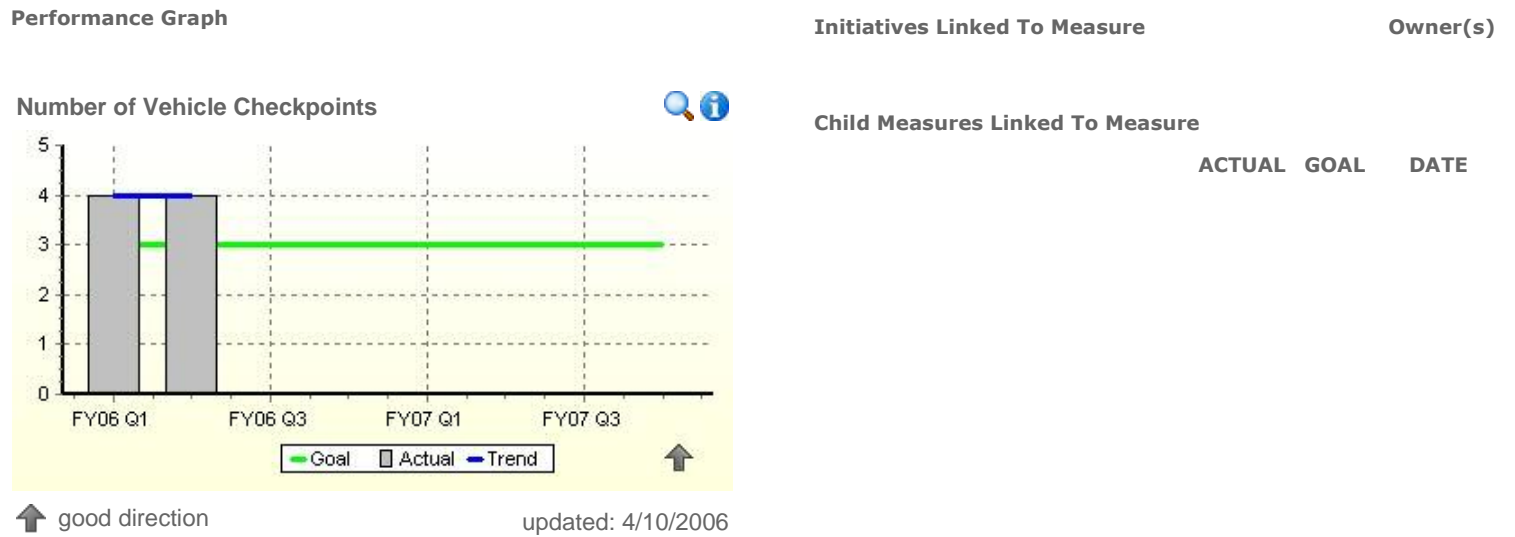
Measures

Number of Vehicle Checkpoints

Conduct unlicensed contractor activity vehicle checkpoints

Owner(s)

Michael Goolsby



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

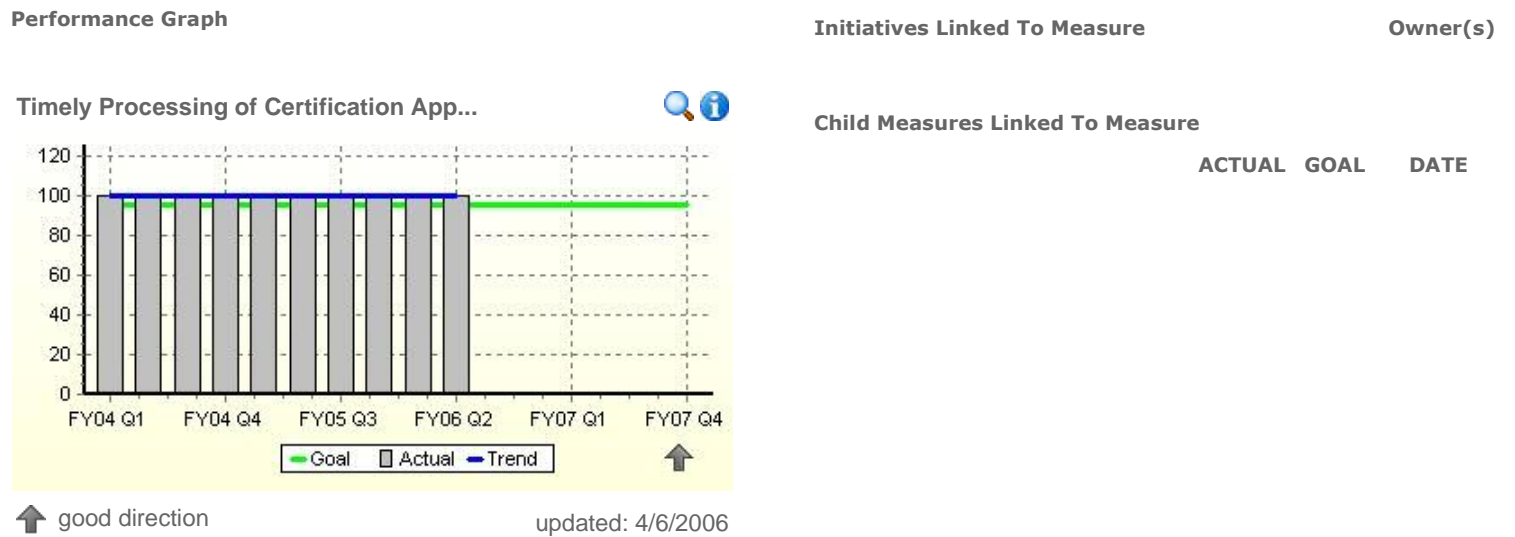
ACTUAL	GOAL	DATE
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Timely Processing of Certification Applications

Percentage of certification applications processed within 7 days

Owner(s)

Michael Goolsby



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Learning and Growth

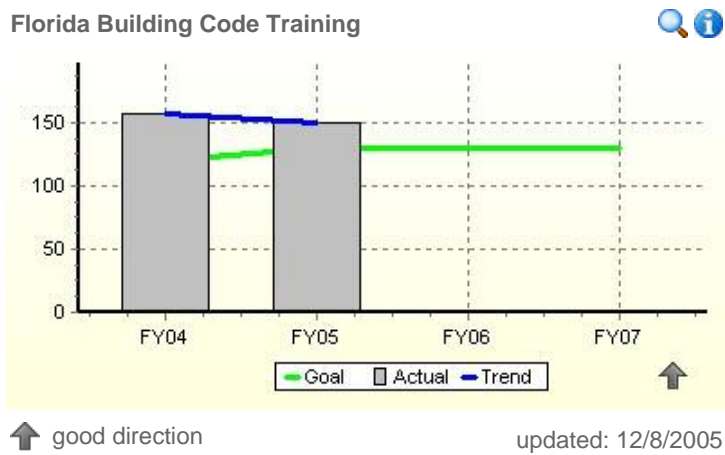
Objective Name	Owner(s)
Well-trained, customer-friendly County government workforce - BCCO	Kathy Charles Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Employee Motivation	Kathy Charles Herminio Gonzalez Anna Rodriguez	Empower the community by increasing communication and coordination with local, state, and federal entities

Parent Objectives
(NU2.3) Well-trained, customer-friendly County government workforce (priority outcome)

Measures	Owner(s)
Florida Building Code Training	Michael Goolsby
Number of credit hours of training per year	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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